Government’s response to the residential property management services market study findings and recommendations

The Competition and Markets Authority (CMA) welcomes Minister of State for Housing and Planning Brandon Lewis’s positive response on behalf of the Department for Communities and Local Government (DCLG) and the Ministry of Justice (MoJ) to the findings and recommendations contained in the market study.

The response was announced as part of the Budget Statement on 18 March 2015 when the government also restated its commitment to improving the functioning of markets and its intention to take forward the CMA recommendations to improve the market for residential property management services.

The Minister has indicated his acceptance of the CMA’s findings and will work with the CMA and the sector to:

- improve the provision of information and awareness of leaseholder obligations ahead of purchase;
- update the statutory codes of conduct and encourage further development and improvement of the non-statutory codes to encourage property managers to adopt best practice and to improve the information they give leaseholders about costs and charges to aid transparency and accountability;
- review the major works consultation procedures and thresholds;
- set up a cross-sector working group to consider both legislative and non-legislative proposals for leaseholders to be able to trigger re-tendering;
- assist with the facilitation of the recommendations to local authorities and housing associations; and
- work with MoJ to investigate ways of improving redress.

The Housing Minister’s response

Housing is a devolved matter for Wales. The Minister for Communities and Tackling Poverty, Lesley Griffiths, has responded positively to the CMA, undertaking to give a full consideration to each of the recommendations in the report.
The Communities Minister's response

A joint steering group made up of officials from the DCLG, MoJ, the Department of Business, Innovation and Skills, HM Treasury, Welsh government and the CMA will oversee the implementation of the recommendations.

An update on the progress made on implementation will be provided in December 2015.